



Plagne Montalbert
Chalet Alexander
IMPORTANT FINAL INFORMATION

For further information please contact us by EMAIL only on info@mountanheaven.co.uk

Arrival

We welcome arrivals at your chalet from 4 p.m. onwards. If you are arriving on the snow train we will endeavour to store luggage but accept no liability for loss or damage. Please telephone our directors, Chris and Denise Kear or your chalet host on 0033 (0) 6 81 87 32 63 when you are passing AIME so that they or a member of staff can meet you at your chalet. Should your arrival be very late in the evening we will provide you with a hot main course together with wine.

Directions

Please follows the directions for our Les Granges apartments – Chalet Alexander is within the Les Granges Chalet

Departure

On the day of departure please vacate by 10 a.m so that we can prepare the chalet for our next arrivals. If you are skiing on the day of departure we will endeavour to store your luggage for you.

What do I need to bring?

By and large all items you require are provided however please ensure that you bring a pair of slippers as the chalet is a strictly a shoe free zone and whilst we have under floor heating the tiles can be a little cold on bare feet and slippy in socks! If you are travelling with small children and there is any danger of night time accidents then please bring your own waterproof mattress protector. Also please bring any DVD's you may wish to watch.

Lift Passes

If you have pre-ordered your lift passes they will be ready for you upon arrival. For any skier with a free or discounted pass evidence of age is required before you arrive. E.g. copy of a passport or birth certificate. If you have not already sent these then please do so as we cannot obtain lift passes without this evidence. For those on family passes we will only be able to hand these to you once we have seen your passports to ensure that the children are of the right age. Please note we are acting as agents on behalf of the La Plagne area and all complaints must be addressed to them and not to us.

Car Parking

There is ample free car parking at the chalets. However you must NOT park in marked private spaces as your car may be clamped or towed.

Ski Lessons

Please pre-book (especially during busy weeks) online via our website under resorts, Plagne Montalbert then prices, please follow the directions or phone the number on our website.

Ski Hire

In order to obtain highly discounted ski hire please book directly via our website, in doing so you will save up to 40% off the village prices and your equipment will be guaranteed to be available, additionally you do not need to book for your whole party as individual members can book themselves. Please go to prices then ski equipment then La Plagne Montalbert.

Ski Hosting

Please let our hosts know if you want to participate by using the form given on arrival. Hosting is merely showing you around the area, it is NOT instruction or guiding and you take part at your own risk and we accept no liability for any accidents occurring. Only experienced blue piste skiers and above please. Ski hosting cannot be pre-booked.

Car Hire

Please ensure that you carefully check the car before accepting it, ensure that you understand which insurances you have signed for and have the appropriate winter equipment in the cars. Upon return please ensure that you refill to avoid fuel charges.

Transfers

Please note that except for our own transfers we only act as agents on behalf of other companies thus any complaints must be directed to those companies and not us. Please also note you are responsible for all extra charges e.g. additional waiting time charges should your flight be late. In addition please note that whilst both Mountain Heaven Ltd and the transfer companies allow considerable time for the transfers they cannot be responsible for unforeseen events such as accidents that delay the minibuses and hence may mean that the flights are missed as these events are counted as force majeure events.

Meal Times

Breakfast will be served from 8.15 am through to 9.15am. Afternoon tea will be available for you from 4pm, and dinner for adults will be served at 8pm. For children we will be pleased to provide a high tea and this is normally served at 6pm. Please let our chalet hosts know how many children will eat with the adults, and how many at the high tea. Please note that due to strict licensing regulations wine is only available to those aged over 18 in the party, and is served from when the meal commences to when it finishes.

Special Dietary requirements

Please tell us a minimum of 2 weeks before you travel of any special dietary requirements, we will then advise your chalet hosts of these although we cannot guarantee that the likes of nuts or other items you may be allergic to are not in the food you consume.

Other Information

We are pleased to be able to tell you that we have formed a partnership with an internet ski clothing retailer called Ski & Trek and they offer all Mountain Heaven customers a 10% discount on all their clothing lines simply go to their website at www.ski-trek.co.uk and enter the promotion code mountain heaven for your discount.

In addition we are pleased to work with Massage Me, a mobile massage company and they can be booked via their website at www.massage-me.co.uk please mention Mountain Heaven Ltd when booking to ensure that they know where to come